

Evaluation of Information Services from the Perspective of Faculties and Students of Mehran University Engineering and Technology, Jamshoro Pakistan

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Abstract

The aim of the study to identify the information services at Central Library of Mehran University of Engineering and Technology, assess the quality of those services; to identify strengths and weaknesses. The data was collected from two main categories of the library users, faculty members, students of all degree programs. The total number of (342) library users (256) students and (86) faculties. The data were analysed in MS Excel and SPSS 26.0 for percentage and frequency values. The finding of the study show that, modern administration for libraries aims to upgrade the level of services provided to users and beneficiaries, through many strategies, of which measuring of service quality is more important; in order to make sure that these services meet the needs of users and are suitable to their desires, and to achieve satisfaction. This can be achieved by using modern scientific methods and proper criteria to measure the quality of services. Since the main objective of libraries is to provide appropriate and adequate services to meet the needs of the users of libraries, so libraries have to face the challenges posed by modern technologies through accessibility to information sources with less effort.

Keywords: *Information Services, information sources, central library and assessment.*

INTRODUCTION

University libraries have recently witnessed a lot of developments in the various administrative, technical and service fields, and this development is a natural outcome of this age marked with technology and information. In the past libraries were just warehouses for holdings, but in the age of information revolution they play a key role in the learning process, and seek to provide the best and most recent information services to library users. University libraries are still in quest to keep pace with technological developments.

Some scientists and researcher anticipate that traditional libraries are going to be digital libraries or libraries without walls in the future and the library will go to its users and not vice versa, as is happening now. According to these developments and expectations, University libraries must be kept updated, and should have effective services to play their role within the academic activity at the university. No doubt that the progress of scientific research and discoveries is connected with information and services offered by libraries [1].

Information services have emerged in the British Library Conference in 1939 and since the mid-sixties of the last century they have grown and developed in University libraries in the United Kingdom, where it

began in technical Universities and some of the new Universities. Information services have become the core of libraries' activity as well as part and parcel of the philosophy of science of the modern University libraries, because the information services rely heavily on the sources of the information stored in libraries [2].

The current study dealt with some of the review of literature that threw light on information services in University libraries, as well as the types of studies and approaches to conduct and criticize them, and the study of the needs of the users and the justification and planning for the success of the work of libraries in general [3]. The current study has benefited from the previous studies in the procedures applied and its theoretical framework [4]. The study tries to identify the assessment of information services provided by the Central Library of Mehran University of Engineering and Technology, Jamshoro from the perspective of faculties and students.

PROBLEM STATEMENT

Information services are the core justification for the existence of University libraries that most of them in the developed countries have been turning to information centers to be consistent with the technical development and provide effective services to the users. Therefore, the University libraries in the Pakistan particular require not only basic information services but to be planning for the development of information services because success of universities depends on the success of its libraries through properly improving their information services.

RESEARCH QUESTIONS

- What is the reality of information services provided to users in the Central Library?
- What is the level of satisfaction of faculties and students for information services provided by the Central Library?
- What are the factors that help develop the information services in the Central Library?
- What are the obstacles to the development of information services in the Central Library?

OBJECTIVES OF THE STUDY

- To identify the reality of the information services provided to users in the Central Library.
- To assess information services in the Central Library and to identify the extent of their quality.
- To identify the factors that help develop the information services in the Central Library.
- To identify the obstacles of developing information services in the Central Library.

LITERATURE REVIEW

Assessment: the concept of assessment of institutions in some countries of the world has become indispensable approach in the process of data chart, planning and evaluation, and it is considered one of the conventional tools in institutions and organizations. Assessment is intended to judge for some purpose the value of ideas, businesses and solutions, and that includes the use of touchstones, levels and standards to provide the adequacy, accuracy and effectiveness of the things and it can be quantitatively or qualitatively, or it can give value to something, according to levels set or identified in advance [6]. Assessment is meant to collect information for the purpose of decision-making about educational services for students and educational programs and policies including assessment methods, written tests, formal and informal observations, questionnaire and survey [7]. Information services: Information services known as a comprehensive and integrated process for all the various activities in the library, which in turn aim to facilitate user access to sources of information as soon as possible and with less effort [8]. It is a scientific, cultural, social, and educational institution that aims to collect information sources in various printed and non-printed forms, acquisitions, gift, and exchange, and to organize these sources through indexing, categorizing and arranging them to be easily available to the users of the library: readers and researchers [9]. The radical developments in the field of information services provide highly effective findings, and no doubt that libraries and information centers bear the greatest burden in providing

information services. The researcher statistical analysis indicated that the satisfaction of faculties and post-graduate students with the variables related to the quality of services and accessibility tends to be agreeable, and that there are statistically significant differences between the satisfaction of faculty members in terms of Grade and service elements [10]. The aims of study to identify the nature of the services provided by the Isra University library to users, and how to take advantage of those future information services. The study concluded that the College of Engineering is the most widely beneficiary user that takes advantage of the services offered by the library, students of preliminary studies are the first to use and benefit from the information provided by the library services[10]. Identified how the success of Zarqa University Library is trusted by its users in order to determine the near and distant future paths. The aim of the study is to identify the library services and levels of user satisfaction with the quality and convenient services provided. The study resulted that the library users satisfied with Electronic Search System used in the library. The library provides current-awareness service, and services for people with special needs [11]. The aims at exploring the future of information services in Saudi University libraries, and in order to achieve the goal of the study the researcher sought to benefit from Delphi method, where faculties at the University of Najran were approved to find out their views and expectations about the future of information services at the Library of Prince Mishal bin Abdul [12]. The number of experts has reached sixteen experts, including fourteen faculties of various colleges of the University, and two specialists in library and information science. After conducting the field study, it concluded that the various kinds of information services and methods of accessibility will continue together in the near future, with real progress for some information services that electronically provided which predicts the excellence of Najran University central Library in all activities that traditionally and manually provided [13]. Information services can be defined as a comprehensive and integrated process for all the different activities in the library, which in turn aims to provide information to the users [14]. The concept springs from facilitating user access to information sources quickly and with less effort [15]. The information services are considered cornerstone in libraries because all library operations such as selection, technical preparation and computer applications designed to raise the level of information services as direct services for users, which is a measure of the success and effectiveness of any library [16]. The provision of information services depends on a set of elements such as the qualified human element, and on a range of information sources in all its forms and types, in addition to the modern technologies which can be used in providing information services. With the rapid developments of modern technology in the field of communication and information technologies, information networks began to disseminate remarkably in areas. These networks have high speed to transfer and exchange information. Perhaps the most famous of these networks is the Internet [17]. The information services in libraries are generally divided into two categories:

A. Technical Services

It means all the procedures and technical operations performed by the staff for provision, indexing, classification, cataloging, abstracting, maintenance and other technical operations that provide the users with sources of information and accessibility.

B. Information services

The services provided by libraries directly to the users, such as: loan, reference and guidance service, current awareness and others. Information services can be categorized into traditional services and non-traditional or electronic ones, and libraries started in the last years merging traditional services with electronic ones, such as reference services and inquiries and guidance. Instead of attending personally to library building to be able to take advantage of its services, the situation has changed now and it was possible to take advantage of these services without having to leave the home or the workplace, as well as the speed and efficiency in the provision of these services mark the quality of library services. It is the use of information technology that changed the way in which this information is accessed by users, and the goal of the library is to provide information easily to the user.

It can be defined as a set of procedures provided by the library for the users to be able to borrow sources of information outside the library according to certain rules set by the library administration [18]. External loan is one of the most important services provided by the University libraries and one of the important indicators for the effectiveness of the library and its relationship with users, and a good standard for measuring the effectiveness of the libraries in the provision of services and achieve their goals. External loan allows borrowers to take the information sources outside the library under certain conditions and for a certain period of time and under certain regulations [18].

RESEARCH METHODOLOGY

Methodology includes procedures to achieve the objectives of the study in terms of its approach and its sample and statistical style used in the analysis of data. To answer questions about the study, the researchers used the descriptive analytical approach which is based on the study of fact or phenomenon qualitatively or quantitatively. The aim of the study is to "assess the information services in the Central Library of Mehran University of Engineering and Technology, Jamshoro and to identify the extent of quality from the perspective of faculties and students." The sample consists of all faculty members roughly (350) and undergraduate students roughly (6000) (males only) Mehran University of Engineering and Technology, Jamshoro; due to the large size of the study population, the researchers resorted to select a study sample to include (10%) of the study population where they distributed (500) questionnaires to a random sample of the population of the study. According to reference [19], the researcher decides to select a sample of the study population if the researcher cannot apply the study to the whole population of the study because of the large numbers of the study population and lack of time (p.76). After collecting the questionnaires, it has been turned out that they include (256) students, (86) faculty members, in various University faculties for the first semester of the academic year 2019. Therefore, the study sample consisted of (342) people. For accurate results, the researchers dealt with each group separately. This study used a questionnaire, prepared by the researchers and evaluated and reviewed by a group of experts, consisting of two main parts: 1. General Information includes username, scientific degree, college, specialization, department, the current position and the extent of visiting the library. 2. The dimension of assessment of information services includes (18) paragraphs, with four variables ranged from fully satisfied, satisfied, unsatisfied and I do not know. The paragraphs of the questionnaire were statistically treated by (SPSS), which is considered one of the most popular and widely used software in the statistical analysis that is descriptive and inferential.

DATA ANALYSIS AND DISCUSSION

This study aims to find out and assess the reality of the information services provided to users by the Central Library of Mehran University of Engineering and Technology, Jamshoro, and to identify the extent of their quality and the factors that help develop these services, and the barriers if any. The researchers analyzed the responses and results of the study sample to disclose that the study sample consists of (256) regular male students of bachelor's stage and (86) male faculties. The questionnaires have been distributed to faculties and students in the lecture halls and offices. With regard to the first question, which aims to find out the extent of visiting the library, table (3) shows the extent of visiting the library:

Table 1: Respondents Information

Respondent groups		Do you visit the library?		Total
		Yes	No	
Students	No.	175	81	256
	%	51.2	23.7	74.9
Faculties	No.	59	27	86
	%	17.2	7.9	25.1
Total	No.	234	108	342

	%	68.4	31.6	100
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Table (3) mentioned above reveals that (234) of the study sample, representing 68.4% of the total respondents of the study sample are visiting the University library, and it is a medium rate, while those who are not visiting the library are (108) namely (31.6 %), and their influence will be seen later on the study variables. Another variable called (no answer) has been added at the stage of statistical analysis as well as in the tables of analysis.

Table (4): The opening hours of the library

Respondent groups		Opening hours of the library					Total
		Fully satisfied	Satisfied	Unsatisfied	I don't know	No answer	
Students	No.	64	57	36	8	91	256
	%	18.7	16.7	10.5	2.3	26.6	74.9
Faculties	No.	15	22	15	4	30	86
	%	4.4	6.3	4.4	1.2	8.8	25.1
Total	No.	79	79	51	12	121	342
	%	23.1	23.1	14.9	3.5	35.4	100.0

The table mentioned above turns out that (79) of the study population, representing (23.1%) are fully satisfied with the opening hours of the library and the same ratio represents those who are satisfied with the opening hours of the library, and the ratio of those who are unsatisfied with the opening hours of the library is (14.9%), and (3.5%) for those who do not know, but those who do not visit the library has left the question unanswered and their percentage was (35.4%).

Table (5): Guiding signs inside the library

Respondent groups			Guiding signs inside the library				Total
			Fully satisfied	Satisfied	Unsatisfied	I don't know	
Students	No.	47	83	30	5	91	256
	%	13.7	24.3	8.8	1.5	26.6	74.9
Faculties	No.	13	31	8	3	31	86
	%	3.8	9.1	2.3	0.8	9.1	25.1
Total	No.	60	114	38	8	122	342
	%	17.5	33.4	11.1	2.3	35.7	100

Table (5) shows that guiding signs inside the library, which show the users the library sections, entrances and exits. Table (5) reveals that those who are completely satisfied represent (17.5%) and (33.4%) for satisfied respondents. The percentage of the unsatisfied is (11.1%), and (2.3%) do not know, and the percentage of unanswered paragraphs is (35.7%).

Table (6): Availability and equipping of reading tables

Respondent groups		Availability and equipping of reading tables					Total
		Fully satisfied	Satisfied	Unsatisfied	I don't know	No answer	
Students	No.	62	58	37	2	97	256
	%	18.1	17.0	10.8	0.6	28.4	74.9
Faculties	No.	14	34	7	2	29	86
	%	4.1	9.9	2.0	0.6	8.5	25.1
Total	No.	76	92	44	4	126	342
	%	22.2	26.9	12.9	1.2	36.8	100.0

The above table shows that the respondent users who are fully satisfied with the availability and equipping of reading tables inside the library halls represent (22.2%) and those who are satisfied are(92)in number representing(26.9%), and (12.9%) for unsatisfied, and (1.2%)are those who do not know, and those who left the paragraphs unanswered are(36.8%).

Table (7): Lighting and ventilation inside the library rooms

Respondent groups		Lighting and ventilation inside the library rooms					Total
		Fully satisfied	Satisfied	Unsatisfied	I don't know	No answer	
Students	No.	77	64	20	2	93	256
	%	22.5	18.7	05.8	0.6	27.2	74.9
Faculties	No.	19	27	8	3	29	86
	%	5.5	7.9	2.3	0.9	8.5	25.1
Total	No.	96	91	28	5	122	342
	%	28.0	26.6	08.2	1.5	35.7	100.0

Table (7) shows that the percentage of the fully satisfied is(28%), and (26.6%) for satisfied ones, unsatisfied users represent(8.2%), (1.5%) for those who do not know, but paragraphs without answer represent(35.7%).

Table (8): Quiet inside the library rooms

Respondent groups		Quiet inside the library rooms					Total
		Fully satisfied	Satisfied	Unsatisfied	I don't know	No answer	
Students	No.	62	67	31	3	93	256
	%	18.1	19.6	09.1	0.9	27.2	74.9
Faculties	No.	18	21	15	3	29	86
	%	5.3	6.1	4.4	0.9	8.5	25.1
Total	No.	80	88	46	6	122	342
	%	23.4	25.7	13.5	1.8	35.7	100.0

The above table shows that (25.7%) of the study sample are satisfied with quiet rooms in the library, and (23.4%) are fully satisfied, (13.5%) are unsatisfied, (1.8%) represent those who do not know, and (35.7%) is the percentage of those who do not answer.

Table (9): Equipment of photocopy services

Respondent groups		Equipment of photocopy services					Total
		Fully satisfied	Satisfied	Unsatisfied	I don't know	No answer	
Students	No.	93	44	66	14	93	256
	%	11.4	12.9	19.3	4.1	27.2	74.9
Faculties	No.	3	22	24	8	29	86
	%	.9	6.4	7.0	2.3	8.5	25.1
Total	No.	42	66	90	22	123	342
	%	12.3	19.3	26.3	6.4	35.7	100.0

Concerning equipment services for photocopy, the table above shows that those who are fully satisfied with photocopy services represent (12.3%), 19.3% are those who are satisfied, (26.3%) of the study sample are unsatisfied, (6.4%) do not know, and (35.7%) for unanswered paragraphs.

Table (10): Easy-access information sources

Respondent groups		Easy-access information sources					Total
		Fully satisfied	Satisfied	Unsatisfied	I don't know	No answer	
Students	No.	31	81	33	12	99	256
	%	9.1	23.7	9.6	3.5	28.9	74.9
Faculties	No.	9	36	4	5	32	86
	%	2.6	10.5	1.2	1.5	9.4	25.1
Total	No.	40	117	37	17	131	342
	%	11.7	34.2	10.8	5.0	38.3	100.0

Table (10) indicates that the percentage of the satisfied users with an easy access of information sources is (34.2%), (11.7%) are fully satisfied, (10.8%) are unsatisfied with them, (5%) do not know, and (38.3%) of the respondents do not answer.

Table (11): The Library provided with modern references and periodicals

Respondent groups		The Library provided with modern references and periodicals					Total
		Fully satisfied	Satisfied	Unsatisfied	I don't know	No answer	
Students	No.	43	58	30	31	94	256
	%	12.6	17.5	8.8	9.0	27.0	74.9
Faculties	No.	3	24	23	7	29	86
	%	.9	7.0	6.7	2.0	8.5	25.1
Total	No.	46	82	53	38	123	342
	%	13.5	24.0	15.5	11.0	36.0	100.0

The table shows that (24%) of the respondents are satisfied with the modern references and periodicals, (15.5%) are unsatisfied with them, (13.5%) are fully satisfied with them, (11%) do not know about them, and (36%) left the paragraphs without an answer.

Table (12): Adequate space for access and research

Respondent groups		Adequate space for access and research					Total
		Fully satisfied	Satisfied	Unsatisfied	I don't know	No answer	
Students	No.	35	73	42	8	98	256
	%	10.2	21.4	12.3	2.3	28.7	74.9
Faculties	No.	7	27	18	5	29	86
	%	2.0	7.8	5.3	1.5	8.5	25.1
Total	No.	42	100	60	13	127	342
	%	12.3	29.2	17.6	3.8	37.1	100.0

Table (12) shows that (29.2%) are satisfied with the availability of spaces for access and search in the library, (17.6%) are not satisfied with them, (12.3%) are fully satisfied, (3.8%) do not know and (37.1%) without an answer.

Table 13: The librarian directs the users to the required references

Respondent groups		The librarian directs the users to the required references					Total
		Fully satisfied	Satisfied	Unsatisfied	I don't know	No answer	
Students	No.	55	56	26	18	101	256
	%	16.1	16.4	7.6	5.3	29.5	74.9
Faculties	No.	14	22	16	5	29	86
	%	4.1	6.4	4.6	1.5	8.5	25.1
Total	No.	69	78	42	22	131	342
	%	20.2	22.8	12.2	6.8	38.0	100.0

The table shows that (22.8%) of the study sample are satisfied with the service, (20.2%) are fully satisfied with it, (12.2%) are unsatisfied, (6.8%) do not know about it, and (38%) without an answer.

Table (14): Accessible holdings are available

Respondent groups		Accessible holdings are available					Total
		Fully satisfied	Satisfied	Unsatisfied	I don't know	No answer	
Students	No.	59	67	17	17	96	256
	%	17.2	19.6	5.0	5.0	28.1	74.9
Faculties	No.	15	33	3	6	29	86
	%	4.4	9.6	0.9	1.7	8.5	25.1
Total	No.	74	100	20	23	125	342
	%	21.6	29.2	5.9	6.7	36.6	100.0

The above table indicates that (29.2%) of the study sample are satisfied with the availability of accessible holdings, (21.6%) are fully satisfied with it, (5.9%) are unsatisfied with the service, those who do not know represent (6.7%), and (36.6%) without an answer.

Table (15): The user can loan references quickly and easily

Respondent groups		The user can loan references quickly and easily					Total
		Fully satisfied	Satisfied	Unsatisfied	I don't know	No answer	
Students	No.	55	56	26	18	101	256
	%	16.1	16.4	7.6	5.3	29.5	74.9
Faculties	No.	14	22	16	4	30	86
	%	4.1	6.4	4.7	1.1	8.8	25.1
Total	No.	69	78	42	22	131	342
	%	20.2	22.8	12.3	6.4	38.3	100.0

The above table conveys that (22.8%) of the study sample are satisfied with the loan services, (20.2%) are fully satisfied with them, (12.3%) are unsatisfied, (6.4%) represents those who do not know and (38.3%) of the sample without an answer.

Table (16): The library provides an electronic system to search for information

Respondent groups		The library provides an electronic system to search for information					Total
		Fully satisfied	Satisfied	Unsatisfied	I don't know	No answer	
Students	No.	62	49	22	24	99	256
	%	18.1	14.3	6.5	7.1	28.9	74.9
Faculties	No.	20	24	7	4	31	86
	%	5.9	7.0	2.0	1.1	9.1	25.1
Total	No.	82	73	29	28	130	342
	%	24.0	21.3	8.5	8.2	38.0	100.0

Table (16) shows the availability of an electronic system to search for information; it is (Symphony) system. (82) respondents of the study sample representing (24%) are fully satisfied with the service, (21.3%) are those who are satisfied, the percentage of those who are unsatisfied is (8.5%), and those who do not know represent (8.2%) and those who do not answer the paragraphs represent (38%).

Table (17): The library provides online public access catalogs

Respondent groups		The library provides online public access catalogs					Total
		Fully satisfied	Satisfied	(OPAC) Unsatisfied	I don't know	No answer	
Students	No.	84	57	19	4	99	256
	%	24.6	16.7	5.6	1.2	26.9	74.9
Faculties	No.	17	30	7	3	29	86
	%	4.9	8.8	2.0	0.9	8.5	25.1
Total	No.	101	87	26	7	121	342
	%	29.5	25.5	7.6	2.0	35.4	100.0

The table reveals that (29.5%) of the study sample are fully satisfied with the availability of online catalogs (OPAC), (25.5%) are satisfied with it, (7.6%) are unsatisfied, (2%) do not know about this service, and (35.4%) of respondents did not answer the paragraphs of the questionnaire.

Table (18): The library provides current-awareness service

Respondent groups		The library provides current-awareness service					Total
		Fully satisfied	Satisfied	Unsatisfied	I don't know	No answer	
Students	No.	55	56	26	18	101	256
	%	16.1	16.4	7.6	5.3	29.5	74.9
Faculties	No.	14	22	16	4	30	86
	%	4.1	6.4	4.7	1.1	8.8	25.1
Total	No.	69	78	42	22	131	342
	%	20.2	22.8	12.3	6.4	38.3	100.0

It has been pointed out from the table mentioned above that the percentage of those who are satisfied with the service is(22.8%), those who are fully satisfied represent(20.2%), the percentage of the unsatisfied is (12.3%), and those who do not know represent (6.4%), while the paragraphs that have not been answered are(38.3%).

Table (19): The library provides Internet search service

Respondent groups		The library provides Internet search service					Total
		Fully satisfied	Satisfied	Unsatisfied	I don't know	No answer	
Students	No.	89	72	9	4	82	256
	%	26.0	21.1	2.6	1.2	24.0	74.9
Faculties	No.	17	30	7	3	29	86
	%	4.9	8.8	2.0	0.9	8.5	25.1
Total	No.	106	102	16	7	111	342
	%	30.9	29.9	4.6	2.0	32.5	100.0

The table shows that the percentage of those who are fully satisfied with library search service on the Internet is (30.9%). The percentage of the satisfied is (29.9%), and the percentage of those who are unsatisfied with the service is (4.6%), and (2%) represents those who do not know about this service, and the paragraphs that found no answers represented (32.5%).

Table (20): The library trains users how to use information sources

Respondent groups		The library trains users how to use information sources					Total
		Fully satisfied	Satisfied	Unsatisfied	I don't know	No answer	
Students	No.	88	68	14	4	82	256
	%	25.7	19.9	4.1	1.2	24.0	74.9
Faculties	No.	19	32	5	3	27	86
	%	5.5	9.3	1.5	0.9	7.9	25.1

Total	No.	107	100	19	7	109	342
	%	31.2	29.2	5.6	2.1	31.9	100.0

The table indicates that(31.2%) of the study population are fully satisfied with the service, (29.2%)are satisfied with it, (5.6%) are not satisfied with it, (2.1%)represent those who do not know, while those who did not answer the paragraphs of the questionnaire were (31.9%).

Table (21): Databases are adequate

Respondent groups		Databases are adequate					Total
		Fully satisfied	Satisfied	Unsatisfied	I don't know	No answer	
Students	No.	32	73	34	32	85	256
	%	9.4	21.3	9.9	9.4	24.9	74.9
Faculties	No.	12	34	11	6	23	86
	%	3.5	10.0	3.2	1.7	6.7	25.1
Total	No.	44	107	45	38	108	342
	%	12.9	31.3	13.1	1.1	31.6	100.0

This table shows the databases which the library subscribes under Saudi Digital Library umbrella and the extent of coverage of the disciplines of the users. The table indicates that (31.3%) satisfied with the service, and those who are unsatisfied are (13.1%), those who are fully satisfied represent (12.9%), and those who do not know represent (11.1%), while the paragraphs that were not answered represent (31.6%).

CONCLUSION

The number of respondents of the study sample who are visiting the University library is (234), representing (68.4%) of the total respondents. The number of those who are fully satisfied with the opening hours of the library is (79) respondents of the study sample representing (23.1%). The percentage of those who are satisfied with guiding signs inside the library is (33.4%). The number of the study population who are satisfied with the availability and equipping of reading tables inside the library rooms is (92) representing the rate of (26.9%). The rate of those who are fully satisfied with lighting and ventilation inside the library rooms is (28%). The rate of those who are satisfied with providing quiet inside the library rooms is (25.7%). With respect to photocopy and printing services, it has been pointed out that (26.3%) of the study sample are unsatisfied with this service. The rate of those who are satisfied with the easy access to information sources is (34.2%). (24%) of the of the study population are satisfied with library supplies of modern references and periodicals. The rate of those who are satisfied with the availability of space for access and research is (29.2%). The rate of those who are satisfied with the service of directing users to the required references is (22.8%). (29.2%) of the study sample are satisfied with the availability of library holdings. (22.8%) of the respondents are fully satisfied with the loan services. The rate of those who are satisfied with the availability of an electronic system to search for information is (82), representing (24%). The percentage of those who are fully satisfied with (OPAC) is (29.5%) and who are satisfied with the service is (25.5%). The percentage of those who are satisfied with the current-awareness service is (22.8%), and those who are fully satisfied are (20.2%). The rate of the study sample that fully satisfied with Internet search service is (30.9%) and the percentage of the satisfied is (29.9%). (31.2%) of the respondents are fully satisfied with the service of training users on the use of

databases, and (29.2%) are satisfied with it. The percentage of those who are satisfied with the databases of the information subscribed by the library is (31.3%).

RECOMMENDATIONS

1. Diversify the forms of guidance signs within the library using the optical and electronic boards.
2. Providing single study rooms to researchers, library users, faculties and students.
3. Paying more attention to lighting and ventilation inside the library rooms.
4. Improving the equipment and services of photocopy by increasing the devices.
5. Providing the library with modern references and periodicals direct purchase (acquisition) from the international book fairs.
6. Upgrading loan services by adding self-loan and return devices.
7. Updating and increasing the computers for the search service on the Internet.
8. Raising information awareness to the faculties and students to take advantage of the databases subscribed by the library.

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